

WHAT IS CLAIMED IS:

1. A method for analyzing an operation of an organization comprising:
decomposing the operation along a value chain containing a plurality of processes;
associating a process of the value chain with an element that is subject to the process; and
designating a characteristic of the associated process and element.
2. The method of claim 1, wherein decomposing comprises plotting the value chain on a matrix,
wherein associating comprises mapping a plurality of elements against the value chain on the matrix, and
wherein designating comprises indicating the characteristic of the associated process and element at an intersection on the matrix corresponding to the associate process and element.
3. The method of claim 2, wherein the plurality of elements are grouped by class, business unit, and geography of the organization.
4. The method of claim 3, wherein class defines commonalities among a group of elements.
5. The method of claim 1, wherein the operation comprises an information technology operation, and wherein the element comprises one of a client, a server, an enabler, and an application.

6. The method of claim 1, wherein the characteristic of the associated process and element comprises an actor responsible for furnishing the associated process and element.
7. The method of claim 6, wherein the actor comprises one of the organization, an outsourcer for the organization, and a third party to the organization and the outsourcer.
8. The method of claim 7, wherein the actor is the outsourcer, and wherein the method further comprises developing a contract between the organization and the outsourcer for the outsourcer's furnishing of the associated process and element.
9. The method of claim 6, wherein the actor comprises one a first company participating in a merger and a second company participating in the merger.
10. The method of claim 1, wherein the plurality of processes pertains to service measures, and wherein the characteristic of the associated process and element comprises a service level by which to measure the associated process and element.
11. The method of claim 1, wherein the characteristic of the associated process and element comprises a cost for furnishing the associated process and element.
12. The method of claim 1, wherein the process is defined according to an industry standard.

13. The method of claim 1, wherein the plurality of processes comprises relate, develop, contact, fulfill, operate, advise, and manage.

14. A method for outsourcing comprising:

defining a value chain containing a plurality of processes;

defining a collection of elements, wherein the collection of elements is subject to the plurality of processes;

associating a process of the plurality of processes with an element of the collection of elements;

associating an actor with the associated process and element, wherein the actor furnishes the associated process and element; and

defining a scope for the outsourcing based on the associated actor, process, and element.

15. The method of claim 14, wherein associating the process of the of the plurality of processes with the element of the collection of elements comprises mapping the plurality of processes against the collection of elements in a matrix, and wherein associating the actor with the associated process and element comprises listing the actor at an intersection of the associated process and element within the matrix.

16. The method of claim 14, wherein the outsourcing is between an organization and an outsourcer for the organization, and wherein the actor is one of the organization, the outsourcer, and a third party to the organization and the outsourcer.

17. The method of claim 14, wherein the process comprises a service measure, and the method further comprises associating a service level with the associated process and element.

18. The method of claim 14, further comprising associating a cost with associated process and element.

19. The method of claim 14, wherein the plurality of processes comprises one of information technology functions, human resource functions, finance and accounting functions, procurement functions, call center functions, back-office functions, and mid-office functions.

20. A method for outsourcing comprising:
defining a value chain containing a plurality of processes;
defining a collection of elements, wherein the collection of elements is subject to the plurality of processes;
associating the plurality of processes with the collection of elements;

assigning actors for the associated processes and elements, wherein the actors are either an organization, an outsourcer for the organization, or a third party to the organization and the outsourcer;

identifying, along the value chain, interactions between the organization and the outsourcer; and

creating interaction models for the identified interactions.

21. The method of claim 20, wherein the interaction models define a sequence by which to complete the plurality of processes and information that is to be passed between the organization and the outsourcer.

22. The method of claim 20, wherein associating the plurality of processes with the collection of elements comprises mapping the plurality of processes against the collection of elements in a matrix,

wherein assigning the actors comprises listing the actors at intersection of processes and elements in the matrix, and

wherein the interaction models comprise process maps indicating a swim-lane boundary across which the interactions occur.